# Polycom SoundPoint 650 Quick Guide

PennNet PHONE

ISC Networking & Telecommunications
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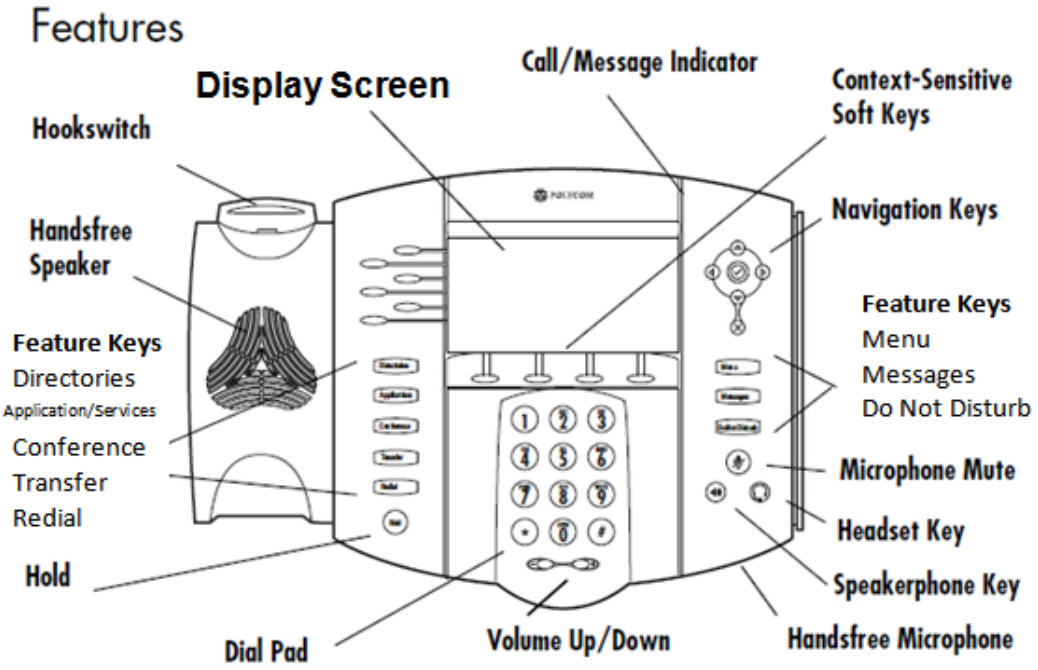



| Button | Description |
|---|---|
| Display screen | View standard phone information such as time, date, total number of missed calls, and select various softkeys. |
| Call/Message Indicator | Shows thin red light when you have a message waiting. |
| Lines/Speed Dial Keys | Use for additional telephone lines or one-touch dialing to frequently called numbers. The 6 buttons on the left of the display screen. |
| Softkeys | Activate various features and functions. Softkeys change depending on the calling feature or option selected. The 4 buttons below the display screen |
| Navigation Arrows | Scroll through menu options, and when the phone is idle, use to view call lists and to access the Speed Dial Information List. |
| Menu | Activate features for basic phone settings, such as ring tone and backlit display. |
| Messages | One-touch dialing to access voice mail. |
| Do Not Disturb | Prevents the telephone from ringing. Calls divert to voice mail, if activated. |
| Directories | Access Contact Directory and Calling Lists (Missed, Received, Placed calls). |
| Application/Services * | Access the Penn Online Directory, Yahoo weather, and Yahoo news. *On some handsets the key is labeled Applications on others Services the function is the same. |
| Conferences | Create a three-way conference call. |
| Transfer | Transfer a call with (consult) or without (blind transfer) speaking to the person to receive the call. |
| Redial | Redial the last phone number dialed. |
| Hold | Place a caller on hold. |
| Microphone Mute | Toggle the microphone on and off during a conversation. When on t button lights up that is when callers can't hear you. |
| Headset | Listen hands-free by inserting the plug of the headset into the headset jack and then toggling the Headset key on or off. |
| Speakerphone | Toggle the speakerphone off and on. |
| Volume | Adjust the volume during a conversation. |
| Dial Pad | Use the 12 keys for dialing and to enter both alphabetic and special characters in the Contact Directory. |

## Icons and Indicator Lights

### Telephone Icon

The telephone icon appears to the right of the line key and to the left of the phone number on the display.

When you have new voice mail messages, the telephone icon is replaced by an envelope icon.

If you have elected to receive voice mail messages as e-mail only, your handset will not display the envelope icon when you have new messages.

### Envelope/Messages Waiting Icon

An envelope icon will appear in the display window and a vertical red light will flash above the upper-right corner of the display screen when you have messages waiting on your phone set.

Note: To see the location of red light, refer to the diagram on the previous page: Call/Message Waiting indicator light.

For phones with multiple lines, you will see an envelope icon next to each line with new messages. The vertical message indicator light will not go out until all new messages for all lines that appear on the phone have been heard.

### Softkeys

Softkeys are the 4 black buttons located directly below the display screen. The screen will display labels for these keys to identify their functions. Functions change based on the state of your phone and options selected. Press the black softkey key directly under the option you desire.

### Indicator Lights

The lights appear next to the line buttons when the buttons are assigned a campus telephone number.

- **Solid green** – call in progress
- **Fast flashing green** – incoming call
- **Flashing green** – The call is held by the other party
- **Flashing red** – The call is on hold
- **Solid red** – The line is in use; status shown for a Bridged Line Appearance number or a number that appears on only one handset.

## Phone Basics

### Making Calls

- Lift handset, then dial number ***or***
  - Dial number, then lift handset ***or***
  - Use the hands-free speakerphone:
    - With the handset on hook, press any **Line key** or the **New Call softkey**, then dial the number or
    - Dial number, and then press the **Dial softkey**

### Answering Calls

- Lift handset ***or***
  - Press the **Answer softkey *or***
  - Press the **Line key *or***
  - Press the **Speaker key**

### Answering Calls on Multiple Lines

To answer an incoming call while already on an active call.

- Press **HOLD** to place active call on hold
- Press the **Line key** for the ringing number

The phone can display information about two calls at one time. If more than two calls are taking place on the same line, a counter appears in the phone display (example: 3 calls waiting). Use the **down navigation arrow** to access additional calls.

## Hang Up - End a Call

- Place Handset back on the hookswitch
  or
- Press the **End Call softkey**

## Rejecting/Silencing a Ringing Call

You can ignore an incoming call and stop it from ringing.

Press the **Reject softkey** to silence the ring of an incoming call.

If voice mail is configured for the line, the unanswered call will default to voice mail and will show up in your Received Calls List. Silencing the current call does not affect future calls (future calls will ring as usual).

Note: This feature does not affect shared lines that appear on other handsets, only the set where the Reject softkey is activated.

## Redialing Last Outgoing Number

To call the last number dialed from your phone, press the **Redial key**.

## Muting a Call

During a call, press the **Mute key**. The key lights up and a flashing microphone on the display to indicate that the other party (parties) cannot hear you.

## Activating Do Not Disturb

If voice mail is configured for the line, all calls will default to voice mail when Do Not Disturb (DND) is activated.

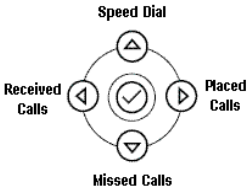
1. Press the **Do Not Disturb key** to prevent the phone from ringing. A Do Not Disturb icon will appear to confirm that DND is enabled.

2. To cancel DND, press the **Do Not Disturb key**.

## Navigation Arrows

When the phone is idle, you can press the appropriate navigation arrow to access the Call Lists or the Speed Dial Info List.

- Press **Down** for **Missed Calls**
- Press **Left** for **Received Calls**
- Press **Right** for **Placed Calls**
- Press **Up** for the **Speed Dial List**




When the phone is in use, press the appropriate navigation arrows to scroll through lists or to highlight options within a menu or list.

## Voice Mail Message Retrieval

**From your Polycom phone:**

- Press the **Messages key**
- Wait for the prompt
- Enter your password

**From someone else's Polycom phone**:

- Press the **Messages key**
- At the prompt, press the **# key** on the dial pad
- **Enter your mailbox number**
- Enter your password

If you elect to receive voice mail messages via email (voice mail delivery option 3 in PPS), messages are managed by email and cannot be accessed by telephone.

## Call Lists

When the phone is idle, the display will show the number of new missed calls in your Missed Calls List: "5 new missed calls". The count is reset once you access your Missed Calls List.

## Accessing the Call Lists

You can view and track calls you missed, received, or placed. If the call was from another PennNet Phone subscriber, the person's name and the last 5 digits of their phone number are displayed. For calls from non-PennNet Phone callers, only the phone number is displayed. **The navigation arrows can also be used to access call lists**.

1. Press the **Directories key**
2. Press **2** for **Call Lists**
3. Select the appropriate key to correspond to the calling list you want to view:
   - **1- Missed Calls:** incoming calls that you did not answer. If multiple lines appear on the set, the log shows missed calls to all lines in one log
   - **2- Received Calls:** incoming calls that you did answer
   - **3- Placed Calls:** calls recently placed from your telephone

## Making a Call from the Call List

1. Press the **Directories key**
2. Press **2** for **Call Lists**
3. Press the appropriate key on the dial pad for the calling list:
   - **1- Missed Calls**
   - **2- Received Calls**
   - **3- Placed Calls**
4. Use the **navigation arrows** to scroll through the list, and select the number you want to call
5. If needed, press the **Edit softkey** and then the **<< softkey** to modify the number before dialing
6. Press the **Dial softkey** to place the call.

## Clearing Call Lists

You can clear all entries or a single entry from a call list. When erasing any entry from a call list, the system does not ask for confirmation: the list is immediately cleared when the Clear softkey is pressed.

To clear all entries in a call list:

- Navigate to the call list you want to clear
- Select the **More softkey**
- Select **Clear softkey**
- Select the list you want to clear

To clear a single entry from a call list:

- Navigate to the call list and highlight the call you want to erase
- Press the **More softkey**
- Press the **Clear softkeys**
- To return to the display, **press More > Exit softkeys**

# Contacts

## Adding Contacts

To manually add a new entry to your Contact Directory:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Press the **More > Add softkeys**
4. Enter first and last name using the dial pad. Press the **1/A/a softkey** to move between numeric and upper and lowercase alphanumeric modes
5. Enter the phone number in the Contact field
6. The entry is automatically assigned the next available **Speed Index number**. If desired, you can change or delete the assigned Speed Dial Index number
7. If desired, modify other features for this entry: **Ring Type, Divert Contact, Auto Reject, and Auto Divert)**.
8. Press the **Save or Cancel softkeys** to confirm or reject the changes
9. To return to the display, press the **Exit softkey**.

## Adding Contacts from a Call List

To add a new entry:

1. Press the **Directories key**
2. Select **Call Lists**
3. Select **Missed Calls, Received Calls, or Placed Calls**
4. Use the **navigation arrows** and scroll through the list to find the contact
5. Press the **More softkey**
6. Press the **Save or Cancel softkeys** to confirm or reject the changes
7. To return to the display, press **the Exit softkey or the Directory button**.

## Editing Contacts

To edit an existing entry:

1. Press the **Directories key**
2. Select **Contact Directory or Call Lists**
3. To locate an entry, use the **navigation arrows** or the **Search softkey (More > Search)**
4. Press the **Edit softkey**, and update the listing using the dial pad
5. Press the **Save or Cancel softkeys** to confirm or reject the changes
6. To return to the display, press the **Exit softkey**.

## Deleting Contacts

To delete an existing entry:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Highlight the contact
4. Press the **More > Delete softkeys**
5. To return to the display, press the **Exit softkey**.

## Searching the Contact Directory

To find contacts by name:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Press the **More > Search softkeys**
4. Using the dial pad, enter the first few characters for the first or last name
5. Press the **Search softkey**
6. Select the appropriate softkey:
   - Dial – to place a call
   - Edit – to change contact information
   - More > Delete – to remove the contact from the directory

Tip: Improving Search Results

- **Last name** - Enter at least 2 letters (or more) to narrow search results
- **First name** - Use First Name with Last Name to narrow results. If the person has a unique name, search on first name only
- **Making corrections** –

  Use the **Erase key** to delete or correct data you enter in the search fields, it is located below the down navigation arrow.

## Call Hold & Call Transfer

### Placing a Call on Hold

1. Ask the caller to stay on the line
2. Press the **Hold key**
3. To return to the caller, press the **Hold key** again or the **Resume softkey**.

### Call Hold and Dial another Number

You can speak to another person and then return to the original caller.

1. Ask the caller to stay on the line
2. Press the **Hold key.** The top of the display screen will show “Hold” and list the phone number
3. Press the **New Call softkey**
4. Dial another phone number, press the **Send softkey**, consult privately, then press the **End Call softkey** to end the call
5. Press the **Resume softkey** to return to the original caller.

## Transferring a Call without Consultation

Also known as a **Blind Transfer**; you can transfer a call without speaking to the person who is to receive the transferred call.

1. Ask the caller to stay on the line while you transfer the call
2. Press the **Transfer key**
3. Press the **Blind softkey**
4. Dial the number of the party to whom you want to transfer the call, press the **Send softkey**, and hang up the phone. The call is automatically transferred.

Note: To cancel the transfer and return to the caller, press the **Cancel softkey**.

## Transferring a Call with Consultation

You can speak with the party to whom you want to transfer the call before transferring the call.

1. Ask the caller to stay on the line while you transfer the call
2. Press the **Transfer key** or the **Transfr softkey**. The caller is placed on hold
3. Dial the number of the party to whom you want to transfer the call
4. When the third party answers, the caller remains on hold so you can talk privately with the third party
5. To transfer the call, press the **Transfer key** or the **Transfr softkey**, and then hang up the phone.

Note: To cancel the transfer and return to the caller, press the Cancel softkey.

## Conference Calls

## Create a Three-Way Conference Call

You can set up a conference call between you and two other persons.

1. Place a call or answer an incoming call
2. Ask the first caller to stay on the line
3. Press the **Conference key** or the **Confrnc softkey**. Any active calls will be placed on hold and the message "Conference with" will appear at the top of the display
4. Dial the second party, then press the Send softkey
5. After the second party answers, press the **Conference key** or the **Confrnc softkey**
6. When finished talking, hang up or press the **End Call softkey** to disconnect from the call.

If the second party does not answer (e.g., you reach their voice mail, misdial the number, or get a busy signal), press the **Cancel softkey** to reconnect to the first caller.

Note: When the phone that originated the conference call puts the call on hold, all parties on the call are placed on hold.

## Creating a Conference Call Using Join

You can create a conference call at anytime between an active call and a call that is on hold.

1. During an active call, press the **More softkey**
2. Press the **Join softkey**. A conference is created with the active call, the call on hold, and yourself
3. Press the **EndCall softkey** to disconnect from the conference.

## Splitting a Three-Way Conference Call

You can split a conference call into two separate calls on hold, allowing you to speak to one party privately while the other party is on hold, to disconnect from one leg of the conference and continue speaking with the other party, or to dial another party while both conference parties are on hold.

To speak privately with one of the parties in the conference:

1. Press the **Split softkey** to split the conference into two separate calls on hold
2. Use the **navigation arrows** to select the party to whom you want to consult with privately, then press the Resume softkey to speak

3. To return to both parties, select the **More softkey**, then the **Join softkey**
4. To disconnect from both parties, press the **End Call key**.

## Disconnect one party on conference

1. To disconnect from one leg of the conference call and continue speaking with the remaining party:
2. Press the **Split softkey** to split the conference into two separate parties on hold
3. Use the **navigation arrows** to select the party that you want to disconnect from the conference, press the Resume softkey to announce goodbye, and then hang up by pressing the **EndCall softkey**
4. To return to the remaining party, press the **Resume softkey**.

## Dial a number while on conference call:

1. Ask both callers to stay on the line
2. Press the **Split softkey** to split the conference into two separate parties on hold
3. Press the **New Call softkey,** enter the telephone number, then press the **Send softkey**, talk privately
4. Press the **EndCall softkey** to return to both conference parties on hold.

## Speed Dial Numbers

You can assign speed dial numbers to persons that you call frequently. When a new entry is added to the Contact Directory, it is automatically assigned to the next available Speed Dial Index number. If there are available line buttons on the phone or expansion module, the speed dial entries will appear on the blank buttons for one-touch dialing. Speed dial index numbers should be assigned sequentially 1,2,3,4 etc. Do not skip numbers.

## Assigning a Speed Dial Key

1. Press and hold an unassigned Speed Dial Key on the left side of the dial pad. A new empty entry in the contact directory is automatically opened allowing contact information to be added.
2. Add the new contact:
    a. Enter the first and/or last name of the contact: use the **1/A/a softkey** to select between numeric and upper/lower case alphanumeric modes.
    b. Enter the phone number in the Contact field
    c. Select the **Save** or **Cancel softkeys** to accept or cancel changes
    d. To return to the display, press the **Exit softkey**.

## Adding or Editing Speed Dial Keys

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Use the **navigation arrows** to scroll through the list to find the contact, then press the **Edit softkey**
4. Update the Speed Dial Index field
5. Select the **Save** or **Cancel softkeys** to accept or cancel changes
6. To return to the display, press the **Exit softkey**.

## Using Speed Dial

You can place calls to speed dial entries saved in your Contact Directory by using the Speed Dial Key or by entering the Speed Dial Index number from within the Speed Dial Info List.

**Using the Speed Dial Key**

To call a contact assigned to a Speed Dial key:

1. **Lift the handset** or press the **Speaker key**
2. Press the appropriate **Speed Dial key** next to contact's name.

**Using the Speed Dial Info List**

To call a contact assigned to a Speed Dial Index number, you must first access the Speed Dial Info List:

1. From the idle display, press the **Up arrow** to access the Speed Dial Info List
2. To place the call: **Highlight an entry** in the list, then press the **Dial softkey** or Press **the key on the dial pad that corresponds to the appropriate Speed Dial Index number.**

Important: When using the dial pad for speed dial numbers 10 and above, press the numbers in quick succession. That is, do not wait too long after pressing the first number; otherwise the call is placed to the first number. For example, if speed dialing "23" and you wait too long after entering "2", the speed dial index "2" is called instead of "23."

## Penn Online Directory

You can search the Public view of the Penn Online Directory.

1. Press the **Application or Services key** *
2. Use the **checkmark key** to select Penn Online Directory
3. Use the dial pad to enter the name of the person
4. Use the **Down navigation arrow** to highlight the Search button, and then select it using the **checkmark key**. The system will return a list of entries matching your search criteria
5. Use the **navigation arrows** to scroll through the search results and highlight an entry
6. Press the **checkmark key** to dial the contact
7. To search another name in the Penn Online Directory, press the **Back softkey**
8. To toggle between the Penn Online Directory search and the idle display, press the **Exit softkey**, then press the **Application or Services key** *
9. To clear the Penn Online Directory search from the screen, press the **Home softkey**, then press the **Exit softkey**.

*On some 650's the Applications key is labeled Services, the function is the same.

## Local Weather

To view the Philadelphia weather forecast:

1. Press the **Application or Services key** *
2. Use the checkmark key to select Yahoo Weather. Today's and tomorrow's weather forecast will display.
3. To toggle between the weather forecast and the display, press the Exit softkey, then press the Services key
4. To clear the weather forecast results from the screen, press the **Home softkey,** then press the **Exit softkey**.

## Phone Settings

### Changing your Handset Ring Type

You can select the ringer type for your handset.

1. Press the **Menu key**
2. Select **Settings > Basic > Ring Type**
3. Use the **navigation arrows** to highlight the ring type
4. Press the **Play softkey** to hear the ring
5. Press the **Select softkey** to change to the new ring type
6. To return to the display, press the **Exit soft key**.

### Distinguishing Calls via Ring Type

You can set a different ring type for a particular contact. To do this, you will need to know beforehand which ring tone you want to assign. See "Listening to Ring Types."

1. Press the **Directories key**
2. Select Contact Directory
3. Use the **navigation arrows** or the **Search softkey (More > Search)** to find the contact, then press the **Edit softkey**
4. Scroll down the list to the Ring Type field
5. Enter a number corresponding to the one of the available ring types

6. Press the **Save softkey** to update the contact information. When receiving a call from the contact, you will hear the distinctive ring
7. To return to the display, press the **Exit softkey**.

## Listening to Ring Types

1. Press the **Menu key**
2. **Select Settings > Basic > Ring Type**
3. To hear a sample of a ring tone, use the **navigation arrows** to highlight the ring tone, and then press the **Play softkey**
4. When you hear the ring tone you want, write down its number
5. To return to the display, press the **Exit softkey**.

**Note:** The listening to ring types menu is used to set the default ring tone for your phone (or the selected line), not to choose a distinctive ring tone for a particular contact directory entry. To set a ring tone for a contact in your Contact Directory, see "Distinguishing Calls via Ring Type Settings."

## Changing the Date and Time Format

You can choose how the date and time are formatted on the display:

1. Press the **Menu key**
2. **Select Settings > Basic > Preferences > Time & Date**
3. Use the **navigation arrows** to scroll through the various options and choose a format for the time, the date, or the order in which they are to appear on the display, then press the **Select softkey** to confirm your choice
4. To return to the display, press the **Exit softkey**.

## Text

## Using the 1/A/a soft key

Add or edit entries in the Contact Directory or the Call Lists using the 1/A/a softkey to go between numbers and upper and lower case letters. For example, press the 1/A/a softkey, then press 1 on the dial pad to activate numeric mode, or press A on the dial pad to toggle between lower case and upper case mode. The banner at top of the display shows the mode selected.

## Correcting Entry Mistakes

The **Erase key** (marked with an x) deletes the character to the left of the cursor. When displayed, you can also use the << softkey to erase characters.

## Contrast Adjustment

**Phone display**

1. Press the **Menu key**
2. **Select > Basic > Contrast**
3. Press the **up** or **down softkey**
4. Press **Ok softkey** to set the contrast level

## Expansion Module Display

Adjusting the contrast level of the handset does not adjust the contrast level of the expansion module display (if installed). The contrast level of each expansion module is adjusted independently.

1. Press the **Menu key**
2. **Select > Basic > Contrast**
3. Press the button next to the word **up** or **down** that appears on the screen of the expansion module
4. Press **Ok softkey** to set the contrast level

# Phone Service Features

## PPS Web Tool

PPS is a web tool that allows PennNet Phone subscribers and their proxies to manage telephone and voice mail features. Use PPS to turn on or select the PennNet Phone features, see complete feature list below. For more information about features visit http://www.upenn.edu/computing/voice/features.html

## Logging into PPS

To access PPS, log in at **http://pps.voice.isc.upenn.edu/.** (PennKey authentication required.) PPS can also be accessed by a link found on the Telecommunication Services home page at **www.upenn.edu/computing/voice/**

## Feature List

Advance One
Anonymous Call Block
Block Caller ID
Bridged Line Appearance
Call Forward All
Call Forward on Busy
Call Forward on Ring No Answer
Call Waiting
Proxy
Ring Group
Voice Mail Delivery Method
Voice Mail Password
Voice Mail Envelope
Voice Mail Caller ID

## Getting Help

For additional help with your Polycom 650 phone or voice mail: go to Penn Voice Services at www.upennn.edu/computiing/voice/ and click the link **"Users Guides & FAQs"** for answers to Frequently Asked Questions or to down load a user guide. To report repairs or problems with your Polycom phone, contact your department's voice services support provider.

## Restarting/Loss of Power

When electrical power is lost, the phone will automatically reboot itself to restore system settings. This takes several seconds; the display screen will go blank and then display with the message "Restarting Phone."

While the phone is rebooting, you cannot receive any phone calls and callers will hear the message "We're sorry, your call cannot be completed as dialed. Please check the number and dial again." Additionally, any information stored in the Phone other than the Contact Directory is lost.

Do not arbitrarily unplug or disconnect your phone from the data outlet or from the electrical outlet to cause it to power cycle needlessly.

### To perform a soft restart

Rebooting without disconnecting the electrical cord via the Menu button on the handset:

1. Press **Menu**
2. Press **Settings** (or 3 on the dial pad)
3. Press **Basic** (or 1 on the dial pad)
4. Press **Restart Phone** (or 5 on the dial pad)
5. Press **Yes softkey** to confirm

**Important:** If your phone losses electrical power or is restarted, the information in the Call Lists is lost. It is not a good idea to depend on these for retrieving phone numbers. The numbers in your Contact Directory are not affected by the handset restarting.